

Board Actions List (to be reported to the meeting on 12 June 2024)

Actions from the meeting held on 6 March 2024

Minute No.	Item/Description	Action By	Target Date	Status/Note
16/03/24 (1)	<p>Commissioner's Report: Superloop Phase 2 Monitoring Data</p> <p>Monitoring data on Phase 2 of the Superloop initiative and how it was encouraging ridership would be provided to Members.</p>	Alex Williams	June 2024	Completed. Superloop usage monitoring data was circulated to Members on 4 June 2024.
16/03/24 (2)	<p>Commissioner's Report: Bus Journey Improvements Information</p> <p>TfL monitored the impacts from improvements made to routes and services from bus priority measures, bus lanes and roadworks on bus journey times. More granular detail would be provided to the Customer Service and Operational Performance Panel and consideration would be given to how to better promote the information more widely to the public of the value and the benefits to customers.</p>	Claire Mann / Alex Williams	October 2024	We are currently collating this information for bus lanes installed in March 2024 and will present the data to the Panel when complete.
16/03/24 (3)	<p>Commissioner's Report: Analysis of Workplace Violence Experiences</p> <p>Analysis of the data that TfL held into whether women and Black, Asian or minority ethnic colleagues were more likely to experience workplace violence would be carried out and provided to Board Members.</p>	Siwan Hayward / Claire Mann	November 2024	The information will be included in the annual update on work-related violence and aggression item, scheduled for November 2024 meeting of the Safety, Sustainability and Human Resources Panel.

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16/03/24 (4)	<p>Commissioner’s Report: Improving Electric Vehicle Charging Infrastructure Accessibility</p> <p>TfL would hold a workshop with the boroughs to look at good quality design and to ensure the standards were adhered to at sites across London, so that charging points were not located in remote, dark and unsafe places. The Chair asked that the expertise of Board Member Dr Nina Skorupska CBE and of the relevant communities and advisors be sought to ensure the safety of women and disabled users and to raise the accessibility standards that were a basic minimum to levels of excellence.</p>	Alex Williams	July 2024	<p>A note has been shared with Board Members Dr Nina Skorupska CBE and Marie Pye on our proposed approach.</p> <p>Plans are underway to hold the workshop in early June 2024.</p>
17/03/24	<p>Finance Report, Period 10, 2023/24: Financial Achievement Communications</p> <p>TfL was on track to deliver a historic operating surplus, which would be entirely re-invested into its services. Rachel McLean would engage with colleagues in the Communications team to design clear messages regarding TfL’s financial position.</p>	Rachel McLean	May 2024	Completed. Clear messages communicated on TfL’s financial position, starting with the Business LDN talk on 8 May 2024.
18/03/24	<p>2024/25 TfL Scorecard: Deep Dive Care Metric Paper</p> <p>The Customer Service and Operational Performance Panel had undertaken a deep dive on the “care” metric and the paper considered by the Panel would be shared with Members.</p>	Alex Williams	May 2024	Completed. The paper was circulated to Board Members on 10 May 2024.

Actions arising from previous meetings

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05/02/24 (1)	<p>Commissioner’s Report: Bus Stations and Stands Review</p> <p>TfL was undertaking a review that initially focussed on safety at bus stations that had the busiest interactions. Once the initial review was completed, the option to broaden the review to look at busy bus stands would be considered. The review would also look at the public realm around bus stations and stands and any design issues at specific sites. A more detailed update would be brought to the Safety, Sustainability and Human Resources Panel.</p>	Claire Mann	September 2024	<p>The Panel received an update on safety incidents at its meeting on 21 February 2024.</p> <p>An update will be provided to the September meeting of the Panel.</p>

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05/02/24 (2)	<p>Commissioner's Report: Off-Peak Friday Fares Trial The Mayor had asked TfL to explore the feasibility of conducting a three-month trial whereby fares were made off-peak on Fridays. More details of the proposed trial would be shared with the Board when available.</p>	Alex Williams	March 2024	Completed. Press releases and other information on the trial was provided to Members. The outcome of the trial, which concluded on 31 May 2024 will be reported to the Board in due course.
05/02/24 (3)	<p>Commissioner's Report: Taxi and Private Hire Vehicle Best Practice Guidance TfL's initial review of the Department for Transport (DfT) best practice guidance for taxi and private hire vehicle licensing authorities showed that it was aligned with many of the DfT recommendations but there were some which differed to TfL's approach and further consideration was being given to those. TfL was not responsible for the booking platforms which were outside of its regulatory remit but a wider discussion would be brought to the Safety, Sustainability and Human Resources Panel.</p>	Claire Mann	September 2024	An update will be provided to the meeting of the Panel in September 2024.
05/02/24 (4)	<p>Commissioner's Report: Thamesmead Site Visit Board Members would be invited to attend a Thamesmead site visit and talk through the option plans.</p>	Claire Mann / Alex Williams / Secretariat	July 2024	A site visit will be arranged and all Board Members will be invited.
05/02/24 (5)	<p>Commissioner's Report: Ultra Low Emission Zone (ULEZ) Report A ULEZ six-months on report showing the impact on air quality improvement and emissions data would be published in May 2024 and would be circulated to Board Members once available.</p>	Alex Williams	Autumn 2024	This information will be provided to Members when available.
06/02/24	<p>Finance Report Quarter 3, 2023/24: Surplus Deficit Accounts Breakdown TfL closely monitored the surplus deficit accounts for each mode of transport and would include a breakdown of these in the forthcoming budget paper.</p>	Rachel McLean / Patrick Doig	March 2024	Completed. Included in the TfL Budget 2024/25 paper to the 13 March 2024 meeting of the Finance Committee.

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83/12/23 (1)	<p>Commissioner's Report: Investment in Bus Network in Outer London</p> <p>The Mayor's £6m investment to improve the outer London bus network was fully allocated and a list of the bus routes and changes to deliver that improvement would be provided to Members.</p>	Alex Williams	June 2024	Completed. This information was circulated to Members on 4 June 2024.
86/12/23	<p>Travel in London 2023 Annual Overview Report: Demographics</p> <p>The report included information on the demographics on walking and cycling and Alex Williams would circulate details of the demographics for other transport modes.</p>	Alex Williams	June 2024	Completed. This information was circulated to Members on 4 June 2024.
66/10/23 (3)	<p>Commissioner's Report: Impact on Safer Streets and Sustainable Journeys' Targets</p> <p>Members requested an update on the impact on the Mayor's Transport Strategy targets for safer streets and sustainable journeys, following recent Government announcements opposing 20 mile per hour speed limits and Low Traffic Neighbourhoods.</p>	Claire Mann / Lilli Matson	July 2024	An update will be provided to the next meeting of the Board on 24 July 2024.
50/07/23 (3)	<p>Commissioner's Report: Trauma Support for Staff</p> <p>Lilli Matson confirmed that TfL's Employee Support Programme provided direct and ongoing support and access to counsellors trained in dealing with trauma for staff who experienced traumatic events on the network. TfL also had a network of staff who offered support to colleagues. TfL was looking at how it could enhance this and bring in external advice to provide further support, which would be submitted to a future meeting of the Safety, Sustainability and Human Resources Panel for consideration.</p>	Lilli Matson	May 2024	Completed. Included in the Wellbeing Strategy paper to the 16 May 2024 meeting of the Panel.
52/07/23 (3)	<p>Safety, Health and Environment Annual Report 2022/23: Capturing Waste Heat</p> <p>Members discussed the complex work on capturing waste heat from TfL's services, including London Underground ventilation shafts, to provide a constant and reliable source of energy that could be used for nearby buildings. Market and stakeholder</p>	Lilli Matson	Late 2024/ Early 2025	Our work continues to progress at a site in Southwark, with regular engagement underway between TfL and a potential delivery partner

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	engagement were planned, with a proposition to be launched to the market later in the year. TfL would also have further discussions with the Government on how this work could be scaled up. A paper would be submitted to a future meeting of the Finance Committee.			to establish the technical and commercial viability of any partnership. TfL continues to engage with the Government on the Heat Zoning regulations that are likely to come into force in 2025, along with the Advanced Heat Zoning Programme, both of which aim to accelerate the rollout of heat networks across the UK. Once the Government's Heat Zoning Strategy is published later in 2024, TfL will update the Committee.
52/07/23 (4)	<p>Safety, Health and Environment Annual Report 2022/23: Benchmarking Environmental Targets</p> <p>It was recommended that TfL benchmark its environmental targets for construction and engineering decarbonisation, biodiversity and recycling against the wider industry and consider how it could narrow or close that gap.</p>	Lilli Matson	September 2024	An update will be provided at the meeting of the Safety, Sustainability and Human Resources Panel in September 2024.
53/07/23	<p>Finance Report, Quarter 1, 2023/24: Superloop Monitoring</p> <p>The Superloop investment would increase connectivity for outer London and had a monitoring framework that would enable the service to be developed and refined. The Customer Service and Operational Performance Panel would look at this in more detail.</p>	Alex Williams / Claire Mann	July 2024	An update will be provided in the Superloop Monitoring paper scheduled for the 10 July meeting of the Panel.

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36/06/23 (5)	Commissioner's Report: Public Transport Credits Scheme Evidence from the earlier scrappage schemes showed that around one-third of recipients did not purchase a new vehicle. Members would be updated on the uptake of the improved public transport credits scheme in due course.	Alex Williams	Ongoing	From 30 January 2023 to 14 January 2024, there were 769 scrappage applications received for scrappage options which include travel passes. A full review will be available as part of the scrappage scheme evaluation report which will be published following scheme closure.
36/06/23 (8)	Commissioner's Report: Future E-bikes Contracting TfL was meeting with London Councils to discuss the future contracting of e-bikes and consistent ways of managing the service across the city, which would be reported back to the Customer Service and Operational Performance Panel in due course.	Alex Williams	2024	An update will be provided to the Panel when there is further clarity around ongoing discussions with stakeholders.
39/06/23 (4)	Annual Update on 2022/23 Delivery of the Mayor's Transport Strategy: Targets Dashboard Members requested that future reports include a dashboard, to easily identify where targets were on the right trajectory and where more work or different interventions were required.	Alex Williams	July 2024	This will be included in the paper to the meeting of the Board on 24 July 2024.
22/03/23 (1)	TfL Prudential Indicators 2023/24 to 2025/26: Debt Service Recovery and Interest Coverage Ratios Members asked if future papers could include an indication of what the debt service recovery issue was at the authorised limit and the Interest Coverage Ratio limits, to provide a better view of whether the limits were prudent. Only the statutory ratios were included but various other ratios were calculated as part of the paper and would be incorporated going forward, including in the Finance Committee papers.	Patrick Doig	March 2024	Completed. Included in the TfL Prudential Indicators 2024/25 to 2026/27 paper approved by the Finance Committee on 13 March 2024.

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05/02/23 (4)	<p>Commissioner's Report: Vision Zero Deep-Dive A deep dive discussion, including the broader system changes required to meet the Vision Zero targets, would take place at a future meeting of the Safety, Sustainability and Human Resources Panel.</p>	Lilli Matson	June 2024	<p>Completed. The Vision Zero programme is covered at every Panel meeting via the Quarterly reports, as well as specific updates provided throughout the year, such as in May 2023 we covered the Bus Safety Strategy and in September 2023 we covered 20mph.</p> <p>In Quarter 4 of this financial year, we will be providing an update on the entire Vision Zero Action Plan.</p>
05/02/23 (8)	<p>Commissioner's Report: Cockfosters Station Housing Scheme TfL was waiting for a decision from the Secretary of State but it would be raised again with Tom Copley, Deputy Mayor for Housing at the Greater London Authority, to work to try to break the impasse. John Hall added that his understanding of the position was that the Government was waiting for another application from TfL.</p>	Alex Williams	Ongoing	<p>Following discussions with Government officials, an updated section 163 application was submitted to the Secretary of State for Transport on 7 November 2023 and further contact by TfL was made in March 2024. The project, which would deliver 251 new homes, cannot progress until the application has been determined.</p>